North Carolina Court Ordered Arbitration Arbitrator Training Course Script

January 2021

Slide 1: Welcome to the arbitrator training course offered by the North Carolina Administrative Office of the Courts. This training course will satisfy one of six eligibility requirements in Rule 3 of the Rules for Court-Ordered Arbitration in North Carolina for a person seeking appointment as an arbitrator.

Thank you for your interest and the experience you bring to the district court arbitration program. We believe you will find this public service both valuable to the court system and professionally rewarding.

Slide 2: The court ordered arbitration program is authorized by statute and operated according to rules promulgated by the Supreme Court of North Carolina.

Arbitration, as a method of alternative dispute resolution, began in the 1950s in Philadelphia, PA.

However, it was not until the late 1980s that the North Carolina General Assembly enabled court-ordered arbitration in district court by instituting three pilot programs.

The Supreme Court of North Carolina first established rules for the arbitration program in 1987. These rules have been amended several times since 1987. The current rules were revised in 2011 and became effective January 1, 2012.

Slide 3: Our goal today is to introduce you to basic information about your role and responsibilities as an arbitrator, should you decide to serve in the district courts that offer this program.

It is important that you gain a basic understanding of how arbitration fits within the structure of the district court and the responsibilities of all the people who have a vested interest in the success of the program.

By the end of this online training course, you should have a working knowledge of the arbitration hearing process and how to begin serving as an arbitrator in district court.

Slide 4: We'll begin by defining arbitration in North Carolina.

Slide 5: An arbitration hearing is an informal legal proceeding held before a neutral court official that is intended to be a simple, inexpensive, and quick way to resolve disputes.

Arbitration resolves civil cases faster than standard adversarial procedures and improves litigants' satisfaction with both the outcome of their case and the court process.

Parties are often happy to resolve their legal dispute in arbitration—especially when the arbitration occurs relatively quickly in the life of a lawsuit. However, they are most satisfied by the arbitration process when they feel like their side of the story was heard by the court.

Based on 2019-2020 fiscal year data, 1,857 cases were arbitrated in district court. For the same period, 312 demands for trial de novo were filed. This equates roughly to a 17% appeal rate. This likely means that the majority of litigants were satisfied by the arbitration result. The total number of cases that were resolved after being ordered to arbitration—either through a consent order, voluntary dismissal, arbitration hearing, or other disposition method—was 4,465. This illustrates the impact arbitration has in providing a timely resolution for cases that would otherwise be placed on an overcrowded district court docket.

Slide 6: North Carolina General Statute 7A-37.1 authorizes statewide, court ordered, nonbinding arbitration for all civil actions with a few exceptions that we will cover in a moment.

The Supreme Court of North Carolina has adopted rules governing the program.

In all arbitration cases, a fee of one hundred dollars ($100) is assessed and must be divided equally among the parties. This fee helps cover the court's cost of providing a local arbitration program which includes, but is not limited to, the arbitrator's payment of $100 per case arbitrated. The fee is assessed and payable regardless of indigence. A determination by a clerk or judge of indigence or partial indigence does not waive the fee; it simply means the party does not have to pay all or a portion of the fee prior to the arbitration hearing.

Arbitrators who serve in the arbitration program have the same immunity as judges from civil liability for their official conduct.

Slide 7: Court ordered arbitration programs can be established in any North Carolina judicial district. However, not every district has the program. Program implementation is a local decision by court leadership and the North Carolina Administrative Office of the Courts. Currently, 73 counties or 32 judicial districts, have a court ordered arbitration program. This map shows counties where the arbitration program has been established, as of January 2021.

The North Carolina Administrative Office of the Courts is responsible for supervising the program's implementation and operation. Court Ordered Arbitration Programs report statistical data to the North Carolina Administrative Office of the Courts. This data is reported in the North Carolina Courts Statistical and Operational Report. It can be found on the Judicial Branch website at: www.nccourts.gov.

Slide 8: Next let's look at the case types that are eligible for Court Ordered Arbitration.

Slide 9: Court ordered arbitration is appropriate for any district court civil action in accordance with G.S. 7A-37.1. Also, appeals from judgments of magistrates are subject to court ordered arbitration except appeals from summary ejectment. In addition, there are a number of exceptions, which are listed here.

Note that *actions on an account* must be the only legal issue in the case in order for it to be exempt from arbitration. *Actions on an Account* are sometimes confused with claims for money owed which are appropriate for arbitration. An *Action on an Account* case must be accompanied by a verified itemized statement which shows multiple transactions and is governed by G.S. 8-45. All other cases shall be treated as Claims for Money Owed.

Remember, multiple payments on one purchase does not constitute an *Action on an Account*, and the accrual of interest does not constitute multiple transactions.

However, if the *action on an account* lawsuit includes a claim for attorney fees, then the case becomes appropriate for arbitration, since there is more than one legal claim.

Slide 10: In these examples, consider if the case is appropriate for the court ordered arbitration program.

- In *Clunkers R Us vs. Jones,* the Plaintiff alleges that the defendant purchased a luxury automobile from them and has failed to finish paying for the vehicle. The parties have requested a jury trial.

  This case is eligible for arbitration because it is not an action on an account. There are multiple payments on a claim for money owed.

- In *Rooms To Go vs. Hale,* the defendant allegedly owes Rooms To Go money for the purchase of a bedroom set. When the defendant applied for the account, she was approved and granted a credit limit of $8,000.00 for the cost of a bedroom set.

  This case is not eligible for arbitration because action on an account is the sole claim.

- In *Elliott's vs. Hyatt*, the defendant applied for and was approved for a gas account for his small business. Elliott's is a local, small gas station that allows Defendant's drivers to fill up and then Hyatt is billed at the end of the month. Elliot's claims that Hyatt owes them for three months of gas.

  This case is eligible for arbitration and is the same as the first case. There are multiple payments and does not equal an action on an account.

Slide 11: It is important that arbitrators appreciate the differences between court ordered arbitration and a traditional trial and mediation.

Slide 12: Wearing the Arbitrator's hat is often significantly different from the mediator's role and the court's role in a trial. Therefore, it is important to take time to anticipate how you might respond to situations that arise in the arbitration process.

First, you must always be mindful that arbitration hearings are limited to one hour unless the court, upon written request, or the arbitrator, at the hearing, determines more time is necessary. While

arbitration typically involves cases in which the dollar value is modest, this does not mean that the facts of the case or applicable law are simple and straightforward. Therefore, the arbitrator must be able to direct the arbitration hearing in such a way as to elicit all the relevant facts that the arbitrator needs as well as giving the litigant the opportunity to tell his or her story.

It is important that you simplify as much as possible by doing such things as getting all stipulations at the outset and limiting evidence which only corroborates that of other witnesses. Providing direction and facilitating productive testimony is also important because parties and attorneys may not be well prepared at the time of the arbitration.

Slide 13: When arbitration began in North Carolina, it was used in both district and superior courts. However, the January 2012 Supreme Court Rules eliminated the use of arbitration in superior court cases.

The rules now state that all civil actions filed in the district court division are subject to court ordered arbitration under the rules in accordance with the authority set forth in G.S. 7A-37.1(c). That statute permits use of the arbitration procedure in all civil actions in district court. However, G.S. 7A-243 states that the district court division is the proper division for the trial of all civil actions in which the amount in controversy is twenty-five thousand dollars ($25,000) or less.

If a case with an amount in controversy that exceeds twenty-five thousand dollars ($25,000.00) is filed in district court, the arbitration coordinator may send it to arbitration. As long as the case is not exempted from arbitration or the case is not transferred to superior court, it may be heard by the arbitrator.

Slide 14: The most significant difference between a trial and a court ordered arbitration hearing is that the arbitrator's award is non-binding and may be appealed for a trial de novo. The award becomes binding and a judgment is entered thereon if the award is not appealed within 30 days in writing.

However, parties may agree that the arbitration award be binding. The parties must use AOC-CV-810 to stipulate that the arbitration will be binding pursuant to Rule 6(t) of the North Carolina Rules for Court Ordered Arbitration. By consenting to binding arbitration, parties give up their right to trial de novo in the event that they disagree with the arbitrator’s award.

It is important for you as the arbitrator to listen carefully and give the parties the confidence that they have truly had their day in court.

The most important distinction between mediation and court ordered arbitration lies in the identity of the decision-maker. In mediation, a neutral third person, the mediator, acts as a facilitator, assisting parties in exploring their dispute and options for settling it. Mediators do not decide cases. Rather, the mediator's role is to help lead parties to their own agreement. Court ordered arbitration is very different, in that the arbitrator is required, based on the submissions of the parties, to decide the case.

Slide 15: Mediation sessions also tend to be less formal than arbitration hearings. Mediations are not typically held in a courtroom, but arbitrations often are.

The formality of the arbitration process, which includes such things as opening and closing statements, cross-examination, and witness testimony is also distinct from mediations, which are often held in a conversational format. It is also important that arbitrators not meet privately with individual parties and their counsel, which often does occur in mediation.

Often, these cases have one or more pro se parties, so the arbitrator must take a certain amount of time to explain the process and give clear directions as to the most efficient way to proceed. Even attorneys might not be familiar with the arbitration process and will benefit from helpful directives. Be mindful that many eligible cases involve personal disputes with the presence of strong animosity between the parties. This means that it is critical that the arbitrator remain in control of the proceeding at all times and to plan in advance for how to deal with unruly parties.

Slide 16: Arbitrators must meet certain requirements and complete training to become eligible to be assigned cases.

Slide 17: Chances are you know the eligibility requirements for becoming an arbitrator since you are taking this required training course. If you need assistance finding an arbitration hearing to observe, contact your local Arbitration Coordinator.

Slide 18: Once all the criteria are met, you will apply for approval by the judge in your desired district using AOC form AOC-CV-819, the Application to be an Arbitrator. Complete this form and have it approved and signed by the Chief District Court Judge in the district where you will be arbitrating.

A copy of this application needs to be filed in each county in the district in which you want to arbitrate. If you plan to serve as an arbitrator in more than one judicial district, a different application must be submitted to and signed by the Chief District Court Judge in each district.

Remember that each district has its own procedural rules as to how they operate their arbitration program. You need to carefully consider each judicial district's local rules and policies when deciding whether to apply to become an arbitrator in that district.

Slide 19: Arbitrators must follow rules of ethics and conduct hearings in a respectful manner.

Slide 20: Arbitrators must comply with the N.C. Canons of Ethics for Arbitrators that were adopted by the Supreme Court of North Carolina. While it is important that attorneys follow all canons of ethics, this course will highlight only a few.

Arbitrators must recuse themselves from any case where there is a conflict in accordance with the Canons. Arbitrators who have previously served as arbitrator for the parties in the same or a related issue, are prohibited from serving as arbitrator or being involved in any capacity. *Arb. Rules 3(d) and (e).*

Arbitrators should inform the court as soon as possible of their recusal, any basis for their disqualification, conflicts of interest, or unwillingness or inability to serve. Such notification is important to allow time for waiver of disqualification by parties, with judicial consent, or the appointment of a replacement arbitrator. *Arb. Rule 4(c).*

Also, before accepting a case, an arbitrator is required to disclose any direct or indirect financial or personal interest in the outcome and any existing or past financial, business, professional, family, or social relationships which are likely to affect impartiality or which might reasonably create an appearance of partiality or bias. Full disclosure with waiver of disqualification approved by the court is required before the arbitrator can proceed with the arbitration hearing.

All *ex parte* communication between arbitrators and parties and their counsel is forbidden.

Finally, arbitrators may properly regard themselves as exercising delegated judicial authority. Because of that, they bear the responsibility for the manner and result of the arbitration hearing. This includes the arbitrator's duty to report to the court any professional misconduct or violation of any rules or laws, including those warranting sanctions.

Slide 21: Consider this scenario.

> You and a law school friend meet for lunch where you spend time catching up and talking about your cases. On this particular afternoon, you overhear a stranger talking about how his landlord won't make repairs to his apartment. You and your friend chuckle as you hear the stranger say that he has researched the law and has decided to stop paying his rent until the repairs are fixed.
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> A few months later, you receive an arbitration assignment to a case for money damages that sounds very familiar to the case you discussed over lunch.
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> Can you accept the assignment?

When you receive the arbitration assignment, you have no way of knowing whether the conversation you overheard at lunch is the same case. Therefore, it would be premature to recuse yourself immediately.

If, however, at the arbitration, you recognize the tenant is the same person that you overheard at the restaurant, you must provide full disclosure to both parties as to what you saw and overheard and they must consent for you to continue serving as the arbitrator.

As long as you are not biased for or against either party, you may proceed with the arbitration. However, it is important that the parties also believe—and agree—that you are impartial and unbiased in your ability to make decisions in a just, independent, and deliberate manner.

Slide 22: Arbitration coordinators will schedule the space for you to conduct arbitration hearings. Often, they are set in vacant courtrooms.

In order to establish your role as the judicial figure in charge of the arbitration, it is important that you arrive prior to the scheduled arbitration hearing so that you have time to get the case file from the arbitration coordinator and review the pleadings and other pertinent information.

Arriving before the parties also helps them avoid the awkward situation of being alone in the same room together.

Arriving early also gives you an opportunity to make certain the courtroom or other space in which you will be arbitrating is in order.

Slide 23: The Arbitration Coordinator manages the caseload.

Slide 24: Each district court that operates an arbitration program has one or more court staff who are responsible for coordinating the program. This person, often known as the Arbitration Coordinator, will notify the parties that a case has been selected for arbitration. The arbitration coordinator will notify the assigned arbitrator and the parties of the date, time, and location of the arbitration hearing when it has been set.

Arbitration Coordinators provide all the administrative management of arbitration cases and are invaluable resources for arbitrators. They are your primary resource person and will assist in scheduling changes due to emergencies.

The arbitration coordinator will complete the Arbitration Assessment of Arbitration Fee form for your signature to provide to the parties at the hearing. The coordinator will also provide you with a blank copy of the Arbitration Award and Judgment Form with only the case caption completed. You will enter your award on this form provided by the arbitration coordinator.

Slide 25: Here is another scenario to consider.

> You are selected to conduct an arbitration. The morning of the hearing, the Plaintiff's attorney tells you that she has filed three pre-trial motions which need to be decided prior to the presentation of any evidence at the arbitration hearing. All parties are properly served with all three motions.

Arbitration Rule 6 addresses the issue of pre-trial motions filed prior to the arbitration hearing. In this case, the motions were pending at the time of the arbitration hearing. In some instances, the parties might have been able to have one or more pre-trial motions heard by the judge prior to the arbitration.

According to these facts, the rules are clear that the arbitrator should proceed with the arbitration. However, the arbitrator cannot rule on the motions unless they were explicitly referred to the arbitrator by the court. *Arb. Rule 6(s)(1*). The arbitrator may consider such motions and arguments supporting or

opposing them in making the arbitrator's award. Also, the arbitrator may accept testimony regarding the *existence* of pending motions.

Absent a court order, arbitration hearings are never to be continued because of pending motions. The arbitrator should proceed with the hearing and the award should resolve all the legal issues in the case. *Arb. Rule 7(c).*

Slide 26: Litigants should be prepared to proceed with their case.

Slide 27: The pre-hearing exchange of witness lists, documents, issues, and contentions is required by Arb. Rule 6(d) to preclude surprise, effect pre-hearing authentication of documents, and expedite proceedings.

However, while failure to comply with this rule should not delay an arbitration hearing, it may result in the arbitrator's refusal to admit documents into evidence.

Parties should also arrive on time and bring or subpoena all necessary witnesses.

Slide 28: Arbitrations are official court proceedings.

Slide 29: Arbitrators have delegated judicial authority and conduct their hearings accordingly. The use of court premises for conducting the hearings, the availability of the power of the subpoena, and the ability of parties to call witnesses and enter evidence all contribute to the official nature of the court proceeding.

The rules of evidence do not apply in arbitration but are only to be used as a guide.

Accordingly, all evidence should be heard, giving the arbitrator the leeway to decide the appropriate weight and effect of such evidence.

Slide 30: Consider how you would proceed as the arbitrator in the following scenario.

> During an arbitration, the defendant who is represented by counsel, attempts to admit a receipt written by the plaintiff which acknowledges proof of payment by the defendant.
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> The Plaintiff, appearing pro se, objects to the admission of the receipt citing that he previously knew nothing of the supposed receipt. The Plaintiff asks you to exclude the evidence, and counsel for the defendant argues that his client just found the receipt last night.

This scenario may be perplexing. The best option is to allow the Defendant to admit the receipt, but the arbitrator needs to weigh its probative value based on the totality of the circumstances.

It is often helpful for the arbitrator to explain to the parties how he or she weighed the evidence.

Slide 31: Call the arbitration hearing to order as the first step in establishing the serious nature of the proceedings. Ask all parties and counsel to introduce themselves.

Over time, you will develop a short, concise statement about yourself and the arbitration process. You need to provide enough information about your background so that the parties have confidence in your legal abilities. You also want to stress that while the arbitration is an opportunity to resolve the lawsuit, a trial de novo can be requested within 30 days of the date the award is served on all parties.

Generally, a party that is a corporation must be represented by an attorney at the arbitration hearing. However, if the matter before the arbitrator is an appeal from small claims court, a party is not required to obtain legal counsel even when one of the parties is a corporation.

You will also need to explain that the hearing is informal and that the rules of evidence do not apply. With pro se parties, it is helpful to explain that the case must be proven by a preponderance of the evidence, and to tell them when they can speak and present evidence. It is also useful after direct examination, to explain that cross-examination is not a time to argue or make statements.

Explain that, as the arbitrator, you cannot be subpoenaed, that the arbitration is confidential, and that your notes are also confidential. *You may occasionally get calls from parties or even attorneys after an arbitration, so this is important to remember.*

Slide 32: Proceed with the hearing as if it were conducted in court. Start by asking for brief opening statements. Some arbitrators ask parties if they would rather have a preliminary conference where the arbitrator is free to ask questions. This gives the arbitrator a good chance to identify the essential issues in the case; to clarify existing stipulations; to suggest agreements in order to make some testimony unnecessary; to help narrow the parties' settlement positions; and to resolve procedural problems, such as the authenticity of documents. It is also a good time to lay down any special ground rules in the case, especially in situations when the parties are very contentious.

Finally, it is a good time to remind participants of the time limits on arbitrations and discuss permitted recording of the proceeding. While no official transcript of an arbitration hearing shall be made, the arbitrator may permit any party to record the arbitration hearing in any manner that does not interfere with the proceeding.

Lawyers are accustomed to having unlimited time to examine witnesses and make their arguments during a trial so they may need encouragement and guidance from the arbitrator to stay within the one-hour time limit. Lawyers who persistently ignore requests to move their presentation along or who otherwise refuse to participate in good faith may be sanctioned by the court. It is important that arbitrations are limited to the time provided unless a party has properly filed for an enlargement of time. However, Arb. Rule 6(q) permits an arbitrator to exceed the one-hour limit if the arbitrator "determines at the hearing that more time is necessary to ensure fairness and justice to the parties." An arbitrator is not required to receive repetitive or cumulative evidence.

Slide 33: Remember that perception is reality—appear in charge, arrive before the hearing, dress appropriately, and require similar decorum as in a court. As you begin arbitrating, you will develop a

professional style that is both formal but comfortable for your own temperament. It is appropriate to address an Arbitrator as "Mister or Madam Arbitrator" or “your honor.”

It is better to use the initial waiting time to appear busy reviewing the file rather than making small talk with the parties as they arrive. If one party arrives second, they may think you have already established an alliance.

The procedural details and manner of conducting a hearing are left largely to the individual arbitrator's discretion. One caveat, though—it is important that the hearing be conducted with decorum and that litigants leave feeling they have had their "day in court." As the one in charge, it is the responsibility of the arbitrator to set the tone for the hearing and to ensure that the participants conduct themselves appropriately, showing respect for the arbitration process and for others participating in the hearing.

A party’s perception of the arbitration process will be largely shaped by his or her perception of the arbitrator. Litigants will study their arbitrator and may be influenced in their appraisal and acceptance of the award by things such as the arbitrator's dress, appearance, general demeanor, courtesy, and manner of greeting or addressing counsel.

Slide 34: Here’s another scenario that comes up frequently.

> In the matter of *Clark, LLC vs. Patrick*, you inform the plaintiff, Mr. Clark, that he cannot proceed on his own behalf because a corporation must have attorney representation for the arbitration hearing.
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> He asks for a continuance.

Note that the rules do not establish a separate standard for pro se litigants and Arb. Rule 1 is clear that a corporation is not a living human being. Therefore, you should proceed with the arbitration hearing and make an award based on the evidence permitted to be presented. However, it is important to note that a corporation is not required to be represented by an attorney if the matter before the arbitrator is an appeal from small claims court.

A serious lack of understanding and preparation by *a pro se* litigant may make it difficult or impossible to hold a fair hearing within the limits of the letter and spirit of the rules. In such cases, the arbitrator should attempt to resolve the problem by any fair, reasonable, and lawful means.

Some options for addressing the problem might be to hold a discussion with the parties similar to a pre-hearing conference where you can explain the arbitration process in detail and to require strict adherence to the rules.

Slide 35: The arbitrator should allow brief closing arguments after which the arbitrator should formally declare the arbitration hearing concluded.

It is helpful for the parties when arbitrators make closing remarks about the case that explain how and why the arbitrator is entering the award. Providing enough details of the evidence from each party reinforces the message that you were carefully listening and paying attention to each party's position.

In exceptional cases, an arbitrator is permitted to receive post-hearing briefs, but they should be restricted to specific points. Remember, the award must be made within three days of the hearing. As such, briefs should be submitted on the same date or early enough in the three-day period to allow the arbitrator time to read them before filing the award. Briefs are filed only with the arbitrator and not the court. Note that *no new evidence may be submitted after the hearing*—only briefs.

Slide 36: The award should be rendered promptly.

Slide 37: An arbitrator's award should be based upon what the arbitrator as a sole juror determined the facts to be in a verdict and the application of the law to those facts in the same way a judge would apply the law in a bench trial.

The award shall be in writing and resolve all issues. If the award is not complete, it will be returned to you by the clerk.

All awards are due within three days of the hearing, or three days after post-hearing briefs are received. The award may be filed with the clerk or the arbitration coordinator who will file the award with the clerk. Please consult with the arbitration coordinator in your district to determine the preferred practice.

No *Findings of Fact* or *Conclusions of Law* are required.

In most cases, it is best to enter the award at the conclusion of the arbitration hearing. If the award is announced at the conclusion of the hearing, the arbitrator serves the award on the parties at that time and records the service on the Arbitration Award form, the AOC-CV-802. If the award is entered after the hearing, the clerk serves the award on the parties.

Slide 38: If allowable under applicable law, the award may include costs, attorney fees, and past and present interest. The arbitrator may award more than was demanded in the complaint.

The award may NOT include a division of the arbitrator's fee. This must be divided equally between all parties.

Slide 39: Although the rules do not permit motions for reconsideration or modification of an arbitrator's award after the award is filed, parties are free to reach an agreement and file a consent order on which judgment may be entered.

The arbitrator is relieved of all responsibility in a case when the award is filed. Nonetheless, it is advisable to remind the parties of their right to a trial de novo if they are dissatisfied with the award. To obtain a trial de novo, the requesting party must file a written request on the proper AOC form with the

Clerk of Superior Court no later than thirty days after the arbitration award has been served on all parties.

When a party requests a trial de novo, the filing party must pay an additional filing fee of $100 to the Clerk of Superior Court. If that party receives a more favorable decision from the judge or jury than they received from the arbitrator, the party may file a motion with the court requesting that the additional filing fee be returned to them. If they do not receive a more favorable decision, the filing fee is deposited in the State's General Fund.

Slide 40: Arbitrators are entitled to the maximum allowable fee as authorized by G.S. 7A-37.1(c1).

Slide 41: Payment is not due until the award has been submitted by the arbitrator. *Arb. Rule 4(b)*

In order to be paid, arbitrators should follow these steps:

Complete AOC-CV-804, Application and Order for Payment to Arbitrator, in duplicate, within 30 days of the filing of the award. It is recommended that you fill it out at the end of the hearing and give it to the arbitration coordinator.

The form should be submitted to the Chief District Court Judge or his or her designee. Once the form has been signed, the form should be presented to the Clerk of Superior Court for filing. (The arbitration coordinator usually takes care of getting the form to the judge and then to the clerk).

The clerk's office shall forward the form to the North Carolina Administrative Office of the Courts for payment. Any questions regarding payment should be directed to the Financial Services Division at 919-890-1021.

Slide 42: Arbitration program resources are available online at www.nccourts.gov by selecting Courts, then Programs, and then selecting Court Ordered Arbitration. These resources include: (1) the statute which established the Court Ordered Arbitration Program; (2) the Supreme Court Rules for Court Ordered Arbitration; (3) arbitration forms; (4) the Benchbook for arbitrators; and; (5) Canons of Ethics for Arbitrators.

If you still have questions after completing this training and reviewing the Benchbook and the Arbitration Rules, contact your local arbitration coordinator or the North Carolina Administrative Office of the Courts.

Slide 43: Your feedback is important to us. Please contact Court Programs with comments about this arbitrator training course.

Thank you for taking the arbitrator training course and for offering your services to the Courts of North Carolina.